Regular Business Hours Procedure (Monday-Friday 8am - 5pm)

Before contacting WSDA, please print out this page and follow the steps below. After you have followed the steps and provided all information requested, fax to:
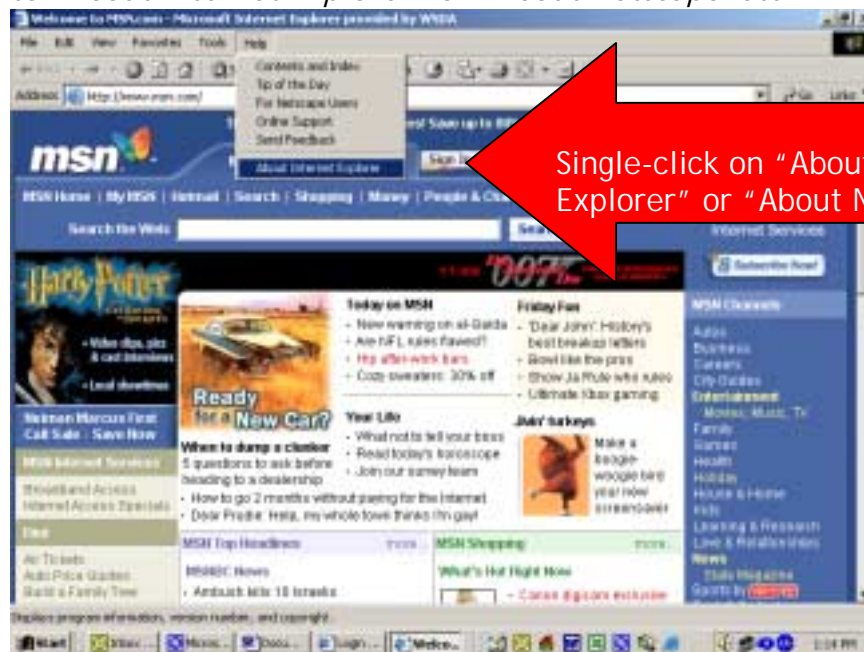
WSDA ~ Attention Jill Kunz
Fax Number: (360) 902-2085. I will either call or email you so you won't have to pay long distance charges.

1.   Restart your computer and try again.   If you are still having trouble, go to the next step.

2.   Has the computer or network you are working on had recent software installation or upgrades? If yes, please explain (Software Name and version).
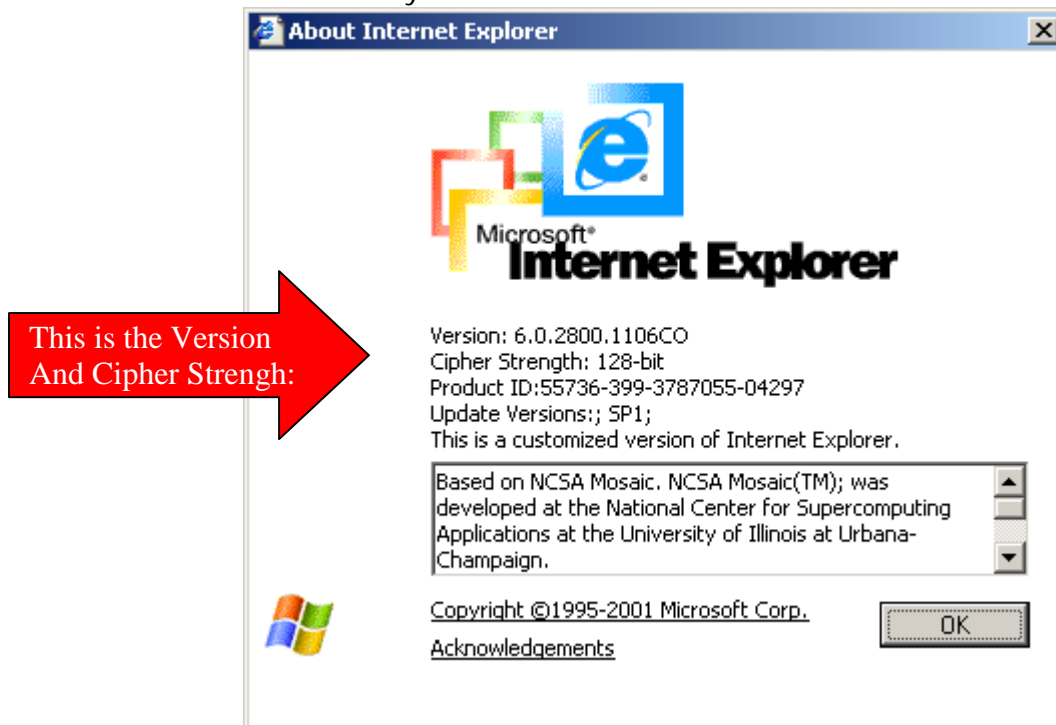
        _____

        _____

3.   What Browser are you using?

        To determine the browser you are using, open the Internet Browser (the program you use to go online), click on "Help" on the tool bar and scroll down to "About Internet Explorer" or "About Netscape"etc.

This is what you will see:

This is the Version
And Cipher Strength:

Write down your browser Name here (i.e. Netscape): _____

Write down the version of your browser here i.e., 4.78): _____

Write down the cipher strength here: _____

4.   If you are using Internet Explorer, has it been provided by United Parcel
      Service? ☐Yes   ☐No

5.   How do you connect to the Internet? ☐Dial-up modem ☐ DSL/Cable

6.   What is your Shipper Number: _____

7.   Print out a screen shot of the error message you are getting, or where the
      trouble is occurring. To print the screen you are viewing, press the "Prtscn
      Sysrq" key on your keyboard and then open a blank document and paste it (the
      "control" key plus the letter "V" at the same time). A picture of the screen
      should appear. Print it out.

8.   Email Address: _____

9.   Telephone Number: _____ __

10.   Who do I ask for?   _____